



ST. PATRICK'S CENTRE (KILKENNY)
KELLS ROAD KILKENNY

Policy Document

POLICY TITLE: Maintenance Policy & Procedure

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Policy Number 20 – Other Policies	Approved By: Signed: <u>David Kihara</u> Operations Manager Signed: <u>[Signature]</u> Board Member	

Mission Statement

To enable people to live a good life, in their own home, with supports and opportunities to become active, valued and inclusive members of their local communities.

To enable a supported self-directed living (SSDL) model of provision which is underpinned by our beliefs, values and vision.

Review Date: 22.08.2018 Revision No: <u> 2 </u>	Amendments required: Language updated Policy made more community focused	New Revision Status: 22.08.2020
Reviewed by: Annemarie Murphy, Health & Safety Dept.	Approved By: Signed: <u>David Kihara</u> Operations Manager	

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ST PATRICK'S CENTRE, KILKENNY

MAINTENANCE POLICY & PROCEDURE**1. Policy**

St Patrick's shall establish and control the service, preventative maintenance, repair and calibration programmes for key equipment, fixtures and technology.

1.1 Definitions:

Preventive Maintenance (PM): To perform regular repetitive work to keep equipment in good working order to optimise equipment efficiency and accuracy. This activity involves regular routine cleaning, lubricating, testing, calibrating and adjusting, checking for wear and tear, and eventually replacing components to avoid breakdown.

Repair: restore (something damaged, faulty, or worn) to a good condition.

Calibration: Standardisation of measuring instrument - the checking of any instrument, which gives or requires a measurement, against an accurate (international) standard to determine any deviation and correct for errors.

Equipment: For the purpose of this procedure, reference to equipment shall encompass medical devices, assistive devices, advanced technology and clinical equipment.

1.2 Responsibility:

All Staff: Ensure that any equipment used is fit for purpose before use.

Team Leads/ CSM: Ensure that all equipment in their area is appropriately maintained/ calibrated. Assessment of risk based on defective equipment.

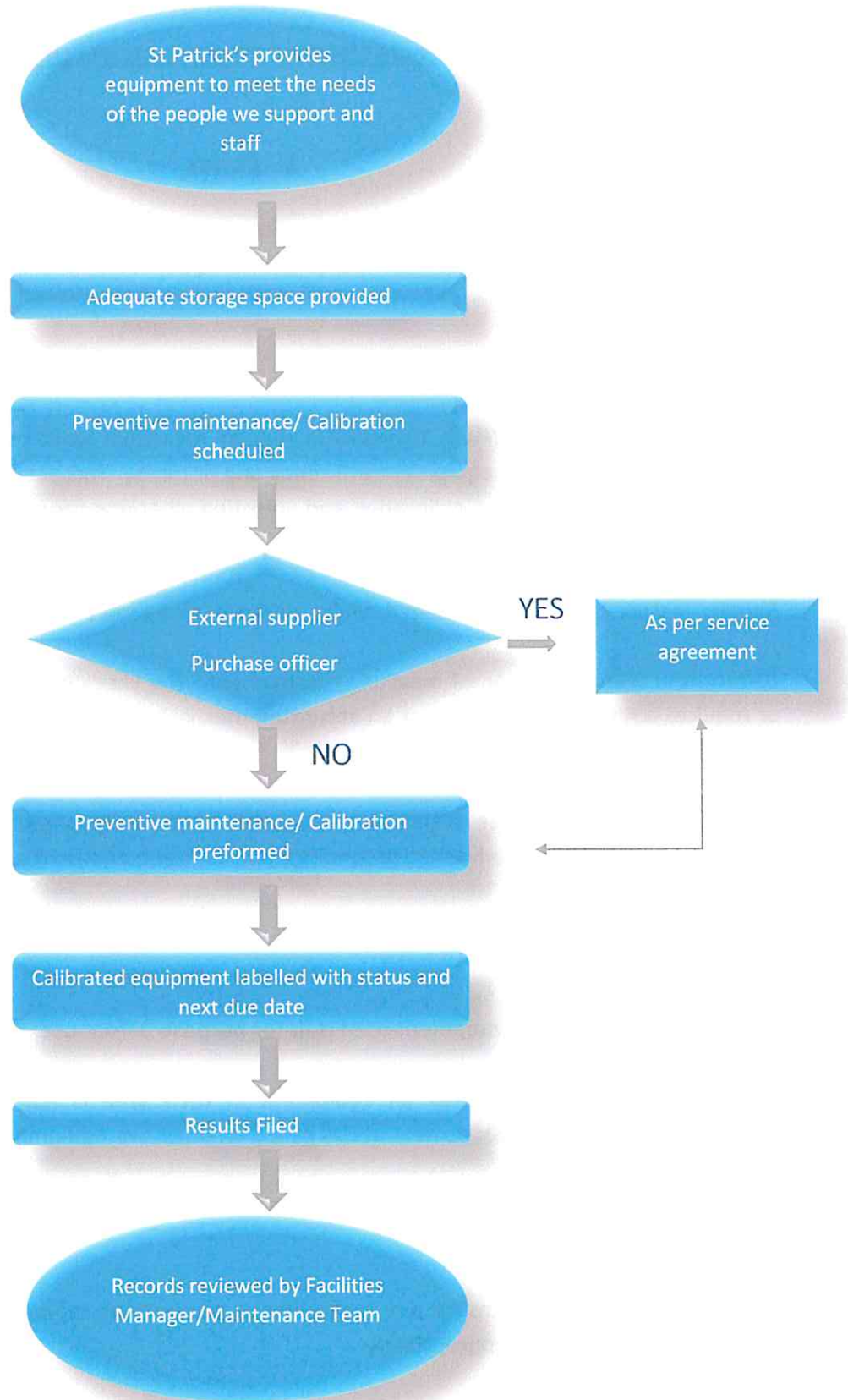
Operations Manager/ Facility Manager and Finance Manager: Ensure adequate budget is available for necessary works.

Maintenance Personnel: Ensure any maintenance requests or reports of faulty equipment are followed up and actioned appropriately.

Facility Manager/ CSM/ TL: Evaluate adherence to the maintenance policy and procedures.

2. Procedure

The maintenance and calibration of equipment shall follow the process outlined:



St Patrick's shall provide adequate and appropriate specialist medical devices, technology and equipment to meet the assessed needs of all people using the service.

All equipment shall be used in accordance with the manufacturers' instructions that are relevant, appropriate and up-to-date.

Adequate storage space shall be provided to ensure that equipment is stored in a discreet and safe manner

All equipment shall be regularly maintained or calibrated. This shall be coordinated by the Maintenance Team or other nominated staff member.

All equipment shall have a warning notice attached and safe operating procedures in place adjacent to the machine to remind staff operating the equipment of the dangers posed by the equipment in use and the safe work practices applicable. A suitable notice shall be supplied by the manufacturer.

Preventive maintenance and/or calibration may be undertaken internally by approved suppliers.

Where it is undertaken externally, the supplier shall be approved as per Service Agreement Policy and Procedure.

External preventive maintenance or calibration records must detail:

- The internal equipment reference number.
- The activities completed as part of the PM or calibration activities.
- The results of the test activities completed (if applicable).
- Details of whether the equipment met the requirements (Pass/Fail).
- Reference to national or international measurement standards (if applicable).
- Sign off of external source completing the activities.

All calibrated equipment shall be labelled with a suitable indicator showing the calibration status and due date. Equipment that has received preventive maintenance will also be appropriately labelled with date of next review.

Records shall be maintained for each piece of test, repair or maintenance of equipment and these records shall be retained. Where the preventive maintenance and calibration is performed, the results and/or a certificate denoting that was performed shall be stored by the person with responsibility for equipment. This is required when the maintenance and calibration is performed by an external supplier or by an internal staff member.

Equipment records, including results and certificates from the preventive maintenance and calibration activities shall be regularly reviewed by the Health and

Safety/Maintenance Team to ensure accuracy and consistency of the process.

Regular feedback from staff and users of the equipment shall be obtained on all aspects of the repair and maintenance process. This should include the reporting of even minor problems as these might lead to major failure unless remedied.

Routine maintenance check by staff users shall include the following:

- Check that it is working correctly.
- Regular cleaning.
- Specific daily/weekly checks.
- Noting when it has stopped working properly or when obvious damage has occurred, and then discontinues use.

2.1 Day to Day Maintenance Issues:

Daily maintenance issues/requests as they arise are to be notified to Maintenance via email maintenance@stpatrickskilekny.ie with a copy to the Anna-Maria das Chaudhry and Annemarie Murphy. Health & Safety issues will be prioritised.

Each House is to have a **Maintenance File** which will detail equipment maintenance records, maintenance log/completed, water, ESB, Bord Gais, Insurance details, fire, boiler and alarm system records, insurance details and general maintenance correspondence & maintenance audit records.

- Front Line staff/Manager on duty/Night Manager/Senior Person in Charge is responsible for **emailing** Maintenance with any maintenance issues with a copy to Health & Safety.
 - Front Line staff/ Manager on Duty/Night Manager/Person in Charge must also write up the Maintenance Request in the Maintenance Log Book, ie. Date, maintenance issue, requested by.
 - The Maintenance Staff must fill in the maintenance log when they have completed the work requested. ie. Description of work carried out, signature and date.
 - All maintenance/call out records to be stored in Maintenance file.
 - **Only items emailed and logged will be dealt with by Maintenance.**
 - **One request per item in the maintenance log.**
 - Additional maintenance issues must be emailed & logged. Additional items will not be dealt with by Maintenance Team while on site if not emailed & logged.
 - External Calibration/Maintenance records are to be inserted in the Maintenance File. Service Agreements if applicable are to be kept in file.
 - Fire alarm & Emergency Lighting & Boiler service records to be kept in Maintenance file.
 - ESB and Gas notifications/records to be kept on file.
 - Insurance & general Maintenance Correspondence to be inserted on file.
- Maintenance Audit records.

2.2 Staff Education

All staff shall receive induction training or planned training before a piece of equipment is introduced to the organisation.

Additional training and technical information may be required for staff involved in maintenance, repair and/or decontamination of equipment such as on how to remove, change and insert batteries correctly in line with the manufacturer's instructions. They may also need to be warned about dangers of substituting different battery types.

2.3 Audit and Evaluation

An annual audit shall be undertaken to determine compliance to this policy and procedure. The Director of Services, PIC, Facility Manager & Maintenance Team shall complete this via a review of relevant records, including incident reports, through observation and by utilising the appropriate audit tool. Results of these audits are presented to the Management Team.

2.4 Protocol for Reporting Maintenance Issues:

- 2.4.1. Front Line staff/ Manager on Duty/Night Manager/Person in Charge is responsible for emailing maintenance maintenance@stpatrickskillkenny.ie with any maintenance issues with a copy to Health and Safety. This email should include full name and title of person reporting, house name, specific issue, exact location etc. of the maintenance issue.
- 2.4.2. Under **NO** circumstances are multiple requests from different staff members to be emailed to maintenance.
- 2.4.3. Front Line staff/ The Manager on Duty/Night Manger/Person in charge must write up the Maintenance request in the maintenance log (Located in maintenance folder).
- 2.4.4. The maintenance staff must fill in the maintenance log when they have completed the work requested.
- 2.4.5. All maintenance out of hours records to be stored in the maintenance folder.
- 2.4.6. Maintenance Hours of Work:
- a. Monday – Friday: 8:30am to 5:00pm.
 - b. Saturday: 8:30am to 4:00pm
- 2.4.7. **Out of Hours Maintenance:**
- a. **Electrician/Fire Alarm Fault:** Moroney’s Electrical – 086 2592321/ 056 7751141
 - b. **Plumber:** Youngs Plumbing – 087 8291147/ 056 7761913/ 056 7722294
- 2.4.8. **MANAGER ON DUTY/NIGHT MANAGER/PERSON IN CHARGE IS THE ONLY PERSON AUTHORISED TO CONTACT EMERGENCY CALL OUT SERVICES. SENIOR PERSON ON DUTY TO RECORD OUT OF HOURS ELECTRICAN AND PLUMBER ON HAND OVER DOCUMENTATION.**